

Process Overview for Business Case and Related Requests

Agency has an Information Technology (IT) initiative:

- Agency submits
 Business Case (BC)
 Request via the
 Customer Portal.
- 2. Customer Engagement
 Team reviews BC
 submittal for completion
 and submits to the
 Governance Board (GB).
- 3. GB reviews BC to assist customers in finding and implementing a secure and compliant solution.
- 4. Once GB approves, BC Request is Complete.

Agency works IT initiative:

- 1. IT project requires a Contract:
 - Vendor Contract
 - Terms & Conditions
- Agency submits Approval to Sign a Contract (ASC) Request via the Customer Portal and attaches required documentation.
- 3. ARB reviews the ASC and attached documentation.
- 4. Once ARB approves, ASC Request is Complete.

Agency works IT initiative:

- IT project requires network, firewall, or cloud connection.
- Agency submits Detailed Design Review (DDR) Request via the Customer Portal and attaches:
 - Network Design
 - Software list
 - Data Dictionary
- 2. ARB reviews the DDR and attached documentation.
- 3. Once ARB approves, DDR Request is Complete.

Agency IT
Initiative
Completed

A Business Case is required for any new IT initiative or any enhancement to an existing system that meets any one of the following:

A cloud solution regardless of cost or level of effort	Estimated hardware/software cost exceeds \$10,000
Estimated cost for Professional Services exceeds \$50,000	Estimated effort exceeds 100 hours